# Before Using This Guide

- SoftBank 931N is referred to as "handset" in this guide.
- Most operation descriptions are based on default settings and begin in Standby.
- Sample screenshots* are provided for reference only. Actual handset windows, menus, etc. may differ in appearance.
- Key illustrations are simplified and differ in appearance from actual handset keys.
- "(Japanese)" appears next to functions or services which require Japanese ability to use.

* Standby Display used in this guide is based on SoftBank 931N Black model. Design theme of Main Menu and windows is based on default setting *Tower*.

# Search Guide

## Function & Service Name Search



## Display Indicators

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## Learning Basics

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## Solving Problems



## Objective Search

- Mastering Basics
- My Number & E-mail Address
- Customizing Handset
- 931N Features
- SoftBank Mobile Features

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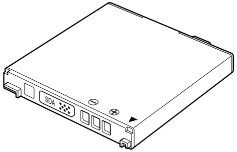
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  Inorganic antimicrobial agent, coating: JP0122112A0003N
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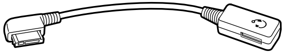
# Package Contents

The following items are included in the package with handset.
For additional information on accessories, contact SoftBank Mobile Customer Center, General Information (P. 15-57).

■ **Battery (NEBAN1)**



■ **Stereo Earphone Conversion Cable (NELAH1)**



■ **Starter Guide**

■ **Warranty (Handset)**

■ **Protective Sheet (Sample)**

・SoftBank 931N supports microSD™ and microSDHC™ memory cards. Purchase a memory card to use related functions.
・Use only specified AC charger (sold separately) to charge handset.

# Safety Precautions

- To ensure proper use of your handset, read these safety precautions carefully before use. Keep this guide for future reference.
- Observe these safety precautions to prevent injuries and damages to property.
- SoftBank accepts no liability for any loss or damages incurred by you or a third party as a result of missed calls, etc., due to malfunction, erroneous operation or failure of this product.

## Labels

- Risks of injury or damage from improper use are categorized by levels. Understand these labels before reading this guide.

| | |
|---|---|
| ⚠DANGER | Great risk of death or serious injury[1] from improper use |
| ⚠WARNING | Risk of death or serious injury[1] from improper use |
| ⚠CAUTION | Risk of injury[2] or damage to property[3] from improper use |

1 Serious injury includes: Loss of eyesight, physical injury, high temperature burns, low temperature burns (blisters or reddening caused by prolonged contact with a heat source higher than body temperature), electric shock, fractures, poisoning and other conditions requiring hospitalization or long-term treatment.

2 Injury includes: Physical burns (high-temperature and low-temperature), electric shock, and other conditions not requiring hospitalization or long-term treatment.

3 Damage to property includes: Incidental damage to structures and household property and/or to pets and livestock.

## Symbols

- Make sure you understand the following symbols and precautions before reading this guide.

| | |
|---|---|
|  | Action is prohibited. |
|  | Disassembly is prohibited. |
|  | Exposure to liquids is prohibited. |
|  | Handling with wet hands is prohibited. |
|  | Action is compulsory. |
|  | Unplug power cord. |

## Handset, Battery, USIM Card, AC Charger (Sold Separately), Desktop Holder (Sold Separately), Memory Card (Not Included), and Stereo Earphone Conversion Cable

### ⚠DANGER

**Use SoftBank specified devices (Battery, AC Charger or Desktop Holder) only.**
Use of non-specified devices may cause Battery to leak, overheat, rupture or ignite; or may cause Charger to overheat, ignite or malfunction.

**Do not disassemble/modify/solder handset.**
May cause fire, injury, electric shock or malfunction. Also, Battery may leak, overheat, rupture or ignite.
Modification of handset equipment violates statutory regulations and is subject to penalty.

**Keep liquids away from handset.**
If handset and/or battery is not dried after exposure to fluids (water, pet urine etc.), overheating, electric shock, fire, malfunction, etc. may occur.

**Do not charge, use or leave handset in places subject to high temperatures (near an open flame or heating equipment, in direct sunlight or inside a car on a hot day).**
May cause deformation or malfunction; or may cause Battery to leak, overheat, ignite or rupture. Also, the outer housing may become hot resulting in burns.

**Do not use excessive force to attach Battery, AC Charger or Stereo Earphone Conversion Cable to handset. Battery or AC Charger may be the wrong way around.**
Battery may leak, overheat, rupture or ignite.

### ⚠WARNING

**Do not place handset, Battery, AC Charger, Desktop Holder or Stereo Earphone Conversion Cable in a microwave oven or pressure cooker, or on top of an induction heating (IH) cooktop.**
May cause Battery to leak, overheat, rupture or ignite; or may cause handset, AC Charger or Desktop Holder to overheat, emit smoke, ignite or malfunction.

**Turn off handset when entering gas stations or other places where flammable gases (propane gas, gasoline, etc.) generate. Do not charge battery in such places.**
Gases may ignite.
Before using Osaifu-Keitai® inside a gas station, be sure to turn handset off. (If IC card lock is activated, first deactivate it and turn power off.)

**Do not drop or throw handset or expose it to excessive shock.**
May cause battery to leak, overheat, rupture or ignite; or may cause fire, electric shock or malfunction.

| | |
|---|---|
| ! | **If you notice an unusual sound, odor, smoke, etc. while using, charging or storing handset, immediately:**<br>1. Unplug AC Charger from outlet.<br>2. Turn handset power off.<br>3. Remove Battery from handset, being careful of burn or injury.<br>Continued use may cause fire or electric shock. |
| ⃠ | **Keep liquids (water, pet urine, etc.) and conductive materials (e.g. pencil lead, metal fragments, metal necklaces, hairpins, etc.) away from Charger Terminals, External Device Port or Memory Card Slot.**<br>May cause short circuit, resulting in fire or malfunction. |

## ⚠ CAUTION

| | |
|---|---|
| ⃠ | **Do not place handset on an uneven or unstable surface.**<br>Handset may fall, leading to injuries or handset malfunction. Be particularly careful while charging or when vibrator is activated. |
| ! | **Keep handset out of reach of infants.**<br>Failing to do so may result in small parts being accidentally swallowed or may cause injury. |
| ! | **When a child uses handset, parent supervision is advised. Provide child with proper instructions.**<br>Failing to do so may cause injury, etc. |
| ⃠ | **Do not store handset in humid or dusty places or in places subject to high temperatures.**<br>May cause malfunction. |

## Handling Battery

## ⚠ DANGER

● **Check battery type on Battery label. Properly use and dispose of Battery according to type.**

| Label | Battery type |
|---|---|
| Li-ion00 | Lithium-ion |

| | |
|---|---|
| ⃠ | **Do not throw Battery into a fire.**<br>May cause Battery to leak, rupture or ignite. |
| ⃠ | **Do not puncture Battery with a nail, hit it with a hammer, step on it or subject it to strong impact.**<br>May cause Battery to leak, overheat, rupture or ignite. |
| ⃠ | **Keep metal objects (pins, etc.) away from Battery Terminals. Do not carry or store conductive materials (e.g. pencil lead, metal fragments, metal necklaces, hairpins, etc.) together with Battery.**<br>May cause Battery to leak, overheat, rupture or ignite. |
| ! | **If battery fluid gets into eyes, immediately rinse with clean water and consult a doctor. Do not rub eyes.**<br>Failing to do so may result in loss of eyesight. |

## ⚠ WARNING

**If battery fluid gets on your skin or clothing, immediately stop handset use and rinse with clean water.**
Battery fluid may harm your skin.

**If Battery is not fully charged even after specified charging time, stop charging.**
Battery may leak, overheat, rupture or ignite.

**If you notice an unusual odor, overheating, discoloration, deformation, etc. while using, charging or storing Battery, remove it from handset and keep it away from fire. Be careful not to burn or injure yourself.**
Battery may leak, overheat, rupture or ignite.

**If Battery leaks or emits an unusual odor, immediately stop using it and keep it away from fire.**
Battery fluid is flammable and could ignite, causing fire or Battery to rupture.

**If any abnormalities (deformation, scratches, etc.) are visible on Battery, immediately discontinue use.**
May cause Battery to leak, overheat, rupture, ignite; may cause handset malfunction or fire.

**Do not allow pets to bite Battery.**
May cause Battery to leak, overheat, rupture, ignite; may cause handset malfunction or fire.

## ⚠ CAUTION

**Do not dispose of batteries as municipal waste.**
Bring used batteries to the nearest SoftBank Shop or recycling center after insulating the terminals with tape.
Be sure to observe local regulations on battery disposal.

### Handling Handset

## ⚠ WARNING

**Do not use while operating a vehicle (car, motorcycle, bicycle, etc.)**
May cause a traffic accident. Use of a mobile phone while driving is prohibited by law, and is subject to penalty. Stop vehicle in a safe location (where parking is allowed) before using handset.

**Keep handset power off near high precision electronic devices or devices using weak signals.**
Handset may cause these devices to malfunction.
Devices that may be affected: Hearing aids, implanted cardiac pacemakers, implanted defibrillators and other electronic medical equipment; fire alarms, automatic doors and other automatic control devices.

**Keep handset power off aboard an aircraft.**
Handset signal may interfere with aircraft operation. Handset use aboard an aircraft may be subject to penalty. When in-flight use is permitted, observe airline instructions.

**If you have a weak heart, be careful with incoming call vibrator and ringtone volume settings.**
These may affect your heart.

**If thunder is heard while outside, retract Antenna, immediately turn handset power off and seek shelter.**
Failing to do so may attract lightning and cause electric shock.

**Do not point infrared beam at a person's eyes.**
May cause eye injury.

**Do not turn on Light near a person's eyes.**
Light may affect eyesight. Do not photograph infants too closely.

**Do not turn on Light and point it at drivers and cyclists.**
Doing so may cause a traffic accident.

**If you use electronic medical equipment, do not place handset in breast pocket or inner coat pocket.**
Using handset near electronic medical equipment may cause the equipment to malfunction.

**When using Earphone-Microphone while playing games or music, adjust volume accordingly.**
Sound at high volume may impair hearing; or surrounding sounds may become inaudible over playback volume, resulting in an accident.

**Do not place handset on the dashboard near airbags.**
In case of airbag inflation, handset may hit passengers resulting in injury, malfunction or breakage.

**If Display or Camera Lens is damaged, be careful of broken glass pieces or exposed internal components.**
Shatter-proof film prevents Display and Camera lens from shattering; however glass fragments and components may cause injury.

**Do not allow fluids, metal pieces or flammable materials to enter USIM Card Slot or Memory Card Slot.**
May cause fire, electric shock or malfunction.

# ⚠ CAUTION

**If skin abnormality occurs with use of handset, immediately discontinue use and consult a doctor.**
Handset contains metals. Depending on your physical condition, you may experience itchiness, rash, etc.

**Keep magnetic cards away from handset.**
Failing to do so may cause magnetic data on a cash card, credit card, telephone card or floppy disk to be lost.

**Do not swing handset by Antenna, Strap, etc.**
Handset may strike you or people around you, or the Strap may break, resulting in injury, malfunction or breakage.

**Use caution when using handset for an extended period; handset may become hot.**
Skin contact for extended period may cause low-temperature burns.

**Do not bring speaker close to the ear when making calls in handsfree mode or when ring tone/melody is playing.**
May impair your hearing.

**Be careful not to pinch your fingers, palm or Strap when opening or closing handset.**
May cause injury or damage.

**Watch TV with adequate lighting and distance from Display.**
Failing to do so may impair eyesight.

**Do not turn volume up too high when using earphones.**
Using earphones for extended periods at high volume may impair hearing or harm your ears.

**If Display breaks, do not inhale or touch liquid crystal fluid. If fluid enters your eyes or mouth, immediately rinse with clean water and consult a doctor. If fluid adheres to your skin or clothing, immediately wipe off with alcohol and wash with soap and water.**
May result in loss of eyesight or skin damage.

**Do not use in crowded locations.**
Antenna may hit other persons causing injury.

**Do not use Antenna if broken.**
May cause burns or injuries upon skin contact.

**Keep magnetized objects away from handset.**
May cause operation errors.

## Handling USIM Card

### ⚠ CAUTION

**Be careful handling the Notch when removing USIM Card.**
May injure your hands or fingers.

## Handling AC Charger and Desktop Holder

### ⚠ WARNING

**Do not cover with clothing or bedding during charging.**
Heat may build up resulting in fire or malfunction.

**Use the specified power supply and voltage.**
Failing to do so may cause fire or malfunction.
AC Charger: 100 to 240 V AC
(for household AC outlets only)
Also, do not use commercially available voltage converters.
May cause fire, electric shock or malfunction.

**Unplug AC Charger from outlet before extended periods of handset disuse.**
Failing to do so may cause electric shock, fire or malfunction.

**If liquid (water, pet urine, etc.) gets into AC Charger, immediately unplug AC Charger from outlet.**
Failing to do so may cause electric shock, smoke emission or fire.

**If dust accumulates on AC Charger plug, unplug Charger from outlet and wipe with a dry cloth.**
Failing to do so may cause fire.

**When plugging AC Charger into outlet, keep conductive materials (pencil lead, metal parts, necklaces, hair pins, etc.) away from Desktop Holder terminals, AC Charger plug/terminals and plug Charger firmly into outlet.**
Failing to do so may cause electric shock, short circuit, fire, etc.

**Do not touch AC Charger with wet hands.**
May cause electric shock or malfunction.

**If thunder is heard, do not touch AC Charger.**
May cause electric shock.

**Do not use AC Charger if the cord is damaged.**
May cause electric shock, overheating or fire.

**Do not use AC Charger and Desktop Holder in humid places such as in bathrooms.**
May cause electric shock.

**Do not short-circuit Charger Terminals when Charger is plugged into an outlet. Do not touch Charger Terminals with your fingers, etc.**
May cause fire, malfunction, electric shock or injury.

**Do not place heavy objects on the cord of AC Charger.**
May cause electric shock or fire.

## ⚠CAUTION

**When AC Charger is connected to an outlet, do not pull on cord or otherwise subject Charger to strong shock.**
May cause injury or malfunction.

**Firmly hold plug and unplug AC Charger from outlet before cleaning.**
Failing to do so may cause electric shock.

**Do not unplug AC Charger by pulling the cord. Firmly hold plug and unplug AC Charger.**
Pulling the cord may damage the cord resulting in electric shock or fire.

**Do not charge a wet battery.**
May cause battery to overheat, ignite or rupture.

**Unplug Charger from outlet when charging is complete.**
Failing to do so may cause fire or malfunction.

**Do not touch Charger Terminals of Desktop Holder when plugged into an AC outlet.**
May cause low-temperature burns.

## Near Electronic Medical Equipment

- This section is based on "Guidelines on Safeguarding Medical Equipment from Electromagnetic Waves from Mobile Phones and Other Devices" (Electromagnetic Compatibility Conference Japan, April 1997), and "Research Report on the Influence of Electromagnetic Waves on Medical Equipment" (Association of Radio Industries and Businesses, March 2001).

### ⚠ WARNING

| | |
|---|---|
| ! | **If you use an implanted cardiac pacemaker or implanted defibrillator, carry and use handset at a distance of at least 22 centimeters away from the implanted area.**<br>Radio waves may interfere with the operation of implanted cardiac pacemakers or implanted defibrillators. |
| ! | **When using electronic medical equipment other than implanted cardiac pacemakers/defibrillators outside of medical institutions, consult device manufacturer about the influence of radio waves.**<br>Radio waves may interfere with the operation of electronic medical equipment. |
| ! | **Observe the following in medical institutions. Radio waves from handset may affect electronic medical equipment.**<br>・Do not bring mobile phones into an operating room, ICU (Intensive Care Unit) or CCU (Coronary Care Unit).<br>・Turn off mobile phones in hospital wards. Disable auto power-on functions (alarm, etc.) before turning off mobile phones.<br>・Turn off mobile phones even in lobbies or areas where use is permitted if there is electronic medical equipment nearby.<br>・Observe the instructions of individual medical institutions and do not use or bring mobile phones into prohibited areas. |
| ! | **Keep handset power off in crowded places such as rush hour trains; a person with an implanted cardiac pacemaker or implanted defibrillator may be nearby. Disable auto power-on functions (alarm, etc.) before turning off mobile phones.**<br>Radio waves may interfere with the operation of implanted cardiac pacemakers or implanted defibrillators. |

# General Notes

## Usage Basics

- Handset use may be disrupted when outside the service area or where signals are weak. Calls/TV image may be suddenly cut off when moving to a place with poor signal reception (e.g. inside/next to a tall building, in a tunnel, underground or in mountainous areas).
- Take care not to disturb other people when using handset in public places.
- If you receive a call while walking, move to a safe place before answering.
- SoftBank accepts no liability for any damages arising from loss or alteration of data (Phone Book, image/sound files, etc.) stored on your handset or memory card as a result of accident or malfunction. Back up important data such as Phone Book entries.
- Handset is a wireless station under Japanese Radio Law. You may be requested to submit your handset for inspection based on this law.
- Using handset near a landline phone, TV or radio may affect the operation of these devices. Use handset as far away as possible from these devices.
- Be aware of eavesdropping. Handset employs a digital signal that provides a high level of privacy protection. However, the possibility of eavesdropping by a third party using special means cannot be ruled out.
  <Eavesdropping>
  Interception of radio signals by a third party during communication, either intentionally or accidentally
- Using handset on trains or other public transportation may affect their electronic devices.
- A call may not be connected or you may hear noises:
  - In an extremely cold place (e.g. freezer storehouse) where handset may not operate normally
  - Near metal furniture which may interfere with signal transmission
  - Near electromagnetic sources or magnetized items, including electric products, audio-visual equipment and office appliances (e.g. computer, microwave oven, speaker, TV set, radio, fax machine, fluorescent lamp, word processor, electric kotatsu, inverter-driven air conditioner, electromagnetic cooker)
- If Battery appears deformed or scratched from external impact, contact Customer Assistance.
- When using handset for the first time or after an extended period of disuse, charge Battery beforehand.
- Battery operating time varies by the usage environment and Battery condition.
- Do not charge Battery:
  - In a humid/dusty place or near sources of vibration
  - Near a landline phone, TV or radio
- Although AC Charger may become warm while charging, it is not a malfunction.

- Do not subject handset to excessive shock. Do not deform Charger Terminals. Doing so may cause malfunction.
- When Battery life nears its end, it may expand slightly. This is not a malfunction.
- FeliCa reader/writer uses the unlicensed 13.56 MHz frequency. Maintain sufficient distance between other reader/writers in use nearby. Make sure mobile phones or other wireless stations operating at the same frequency are not nearby.
- Keep handset away from strong magnetic force. May cause malfunction.
- Do not scratch Display with metal objects, etc. Doing so may damage Display resulting in malfunction or breakage.
- When handset is open, a gap forms between the Display backside and Keypad side. Keep foreign objects and liquids (water, metal fragments, flammable materials or any other foreign objects) from entering gap. May cause fire, electric shock or malfunction.

## Inside Cars

- Do not use handset while driving. Doing so may compromise safe driving and cause an accident. Handset operation in a car may be punishable by law.
- Before using handset, stop the car in a safe place.
- Handset use may affect electronics in some car models. Confirm with your car dealer whether sufficient magnetic protection measures are implemented in your car. Failing to do so may compromise safe driving.

## Handling

- Keep away from liquids and moisture. Handset, Battery, AC Charger, Desktop Holder, Stereo Earphone Conversion Cable and USIM Card are not waterproof. Do not use these devices in the rain or in other humid places (e.g. bathrooms). When carrying handset near your body (pockets, etc.), moisture from sweat may corrode internal parts and cause malfunction. Damage caused by exposure to liquids/moisture is not covered by the warranty and may be irreparable.

- Handset's color LCD may be treated with special coating for enhanced visibility. To avoid scratching Display, clean handset carefully using a dry, soft cloth (e.g. eyeglass cloth). If moisture or soil is left on Display, the coating may stain or peel off. Do not use alcohol, thinner, benzene or detergent, as it may cause discoloration and remove printed logos.
- Clean Terminals with a dry cotton swab. Soiled Terminals may cause poor contact, resulting in insufficient charging or handset to turn off.
- Do not place handset near an air conditioner vent. Condensation may form due to abrupt temperature changes, leading to internal corrosion and malfunction.

- Do not apply excessive force to handset and Battery. Placing handset in an overpacked bag or sitting down with handset in your pocket may damage Display, Internal Circuit Board or Battery, and cause malfunction. Doing so with external device connected to External Device Port may damage connector, leading to malfunction.
- Although handset becomes warm during use or charging, it is not a malfunction.
- Do not leave the Camera Lens exposed to direct sunlight. Doing so may discolor or burn Optical Element.
- Do not affix thick stickers or labels to the Display or Keypad side. Doing so may result in malfunction.
- Do not leave Battery uninstalled or uncharged for an extended period of time; may alter or erase saved settings and data. SoftBank accepts no liability for any damages resulting from such loss or alteration.
- Do not store depleted Battery; may degrade performance and shorten Battery life.
- Keep the covers of External Device Port and Memory Card Slot closed. Dust or water inside handset may cause malfunction.
- When removing Stereo Earphone Conversion Cable or AC Charger from External Device Port, do not pull the cord, hold the connector. Pulling the cord may result in wire breakage or malfunction.
- If you use an outlet with pullout prevention feature, refer to the instruction manual of the outlet.
- Avoid extremely cold and high temperatures. Use handset at an ambient temperature of 5 to 35 °C, and humidity of 45 to 85 %. If handset is left in an extremely hot place, handset may power off automatically.
- Battery is a consumable item. Operating time varies by conditions of use; however when operation time becomes extremely short even after a full charge, purchase a new Battery. Use only specified battery.
- Charge Battery at an ambient temperature of 5 to 35 °C.
- FeliCa reader/writer complies with Japanese wireless standards. Usage while abroad may be subject to penalty.
- Handset’s IC Card authentication complies with and has obtained certification for Japanese wireless standards. Usage while abroad may be subject to penalty.
- Do not insert USIM Card with labels or stickers affixed to it. May cause malfunction.
- When connecting an external device, do not insert connector into External Device Port at an angle. When external device is connected, do not pull the cord.
- Do not use handset without Battery Cover. Battery may dislodge and result in malfunction or breakage.
- Do not attach labels or stickers to the backside of handset Display. Labels or stickers may catch when opening/closing handset, causing malfunction or breakage.

## Stereo Earphone Conversion Cable

- Do not force connector into External Device Port. Connector may be the wrong way around. Check direction of connector before inserting to avoid damage.
- Do not expose Stereo Earphone Conversion Cable to excessive shock or throw it at something.
- Do not place heavy objects on Stereo Earphone Conversion Cable.
- Beware of use while driving a vehicle. Using a mobile phone is subject to penalty. If it is necessary to receive a call, use handsfree mode to inform caller you will call back. Park the vehicle in a safe location to return the call.

## Camera

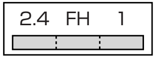
Creating public disturbances from using handset may be subject to penalties based on applicable laws and regulations (e.g. nuisance prevention ordinance by municipal governments).

## Earpiece/Speaker

Put the earpiece to the ear only for accepted/outgoing calls. Otherwise, handset sounds can damage your ears.

## Bluetooth®

- Handset's Bluetooth® function complies with and has obtained certification for Japanese wireless standards. You may be subject to penalty if used abroad.
- Handset incorporates a security function compliant with Bluetooth® standards for security with Bluetooth® communication. However, security may be insufficient depending on such factors as settings. Care is required for communication using Bluetooth®.
- SoftBank accepts no liability for leak of data or information during communication using Bluetooth®.
- Frequency range




Bluetooth® device uses the 2.4 GHz frequency range. It employs the FH-SS modulation system, and has a maximum interference range of 10 m. It is not capable of avoiding the frequency range used by RFID systems.

- Bluetooth® devices share the same frequency band with; licensed in-house radio stations (in factory production lines), specific unlicensed low power radio stations, licensed amateur radio stations (hereafter, "other radio stations") and scientific, medical or industrial devices (including microwave ovens).

1 Make sure no other radio stations are operating nearby.
2 If handset interferes with an in-house radio station, immediately change the frequency of the Bluetooth® device, move to another place or cancel the Bluetooth® function, and contact SoftBank Mobile Customer Center (see below).
3 If interference with a low power radio station or amateur radio station occurs, contact SoftBank Mobile Customer Center.
From a SoftBank handset: 157 (toll-free)
From landlines: See P. 15-57 for Customer Service.

## Wireless LAN

- Handset's wireless LAN function complies with and has obtained certification for Japanese wireless standards. You may be subject to penalty if used abroad.
- Do not use near magnetic devices (e.g. electrical appliances, audio-visual devices, office equipment, etc.) or sources of electromagnetic waves.
  - May cause noise or prevent connection (especially when using a microwave oven).
  - May interfere with device reception (TV, radio, etc.) or affect TV picture.
  - Target LAN access point may not be found when several access points sharing the same channel are available nearby.
- Frequency range

  2.4 DS/OF 4

  WLAN device uses the 2.4 GHz frequency range. It employs the DS-SS and OFDM modulation systems, and has a maximum interference range of 40 m. It is capable of avoiding the frequency range used by RFID systems.
- 2.4 GHz device precautions

  WLAN devices share the same frequency band with; licensed in-house radio stations (in factory production lines), specific unlicensed low power radio stations, licensed amateur radio stations (hereafter, "other radio stations") and scientific, medical, or industrial devices (including microwave ovens).

  1 Make sure no other radio stations are operating nearby.
  2 If handset interferes with an in-house radio station, immediately change frequency or cancel WLAN, and contact SoftBank Mobile Customer Center (see below).
  3 If interference with a low power radio station or amateur radio station occurs, contact SoftBank Mobile Customer Center.
  From a SoftBank handset: 157 (toll-free)
  From landlines: See P. 15-57 for Customer Service.

  - For use in an aircraft, contact the airline beforehand.

## Touch Panel

Do not press Touch Panel with excessive force or use sharp objects (finger nail, ballpoint pen, pin, etc.). May damage panel.

## Copyrights

Copyrighted materials, such as music, images, computer programs and databases, and their respective copyright holders are protected by copyright laws. Duplication of copyrighted materials is permitted only for individual or home use. Duplications (including data conversion), modifications, transfers or network distributions of copyrighted materials for purposes other than stated above without permission of the copyright holders constitute an infringement of copyrights and violation of copyright holders' rights, potentially causing claims for reparations or criminal punishment.
Always observe applicable copyright laws when making copies using handset and recording materials using handset camera.
The software installed in this handset is a copyrighted material and involves copyrights and human rights of copyright holders which are protected by copyright laws. Do not duplicate, modify, alter, detach from the hardware, disassemble, decompile or reverse-engineer the software in whole or in part by yourself, nor allow any third party to do the same, either.

## Functional Limitations

After handset upgrade, subscription cancellation or long periods of handset disuse, TV becomes unavailable.

## Caution

Do not use handset if it has been altered. Using an altered device is a violation of the Radio Law.
This handset is certified to conform to the technical standards for specific radio equipment based on the Radio Law, and Technical Conformity Mark 〒 is printed on the model name seal as certification. If you remove screws and make alterations inside of handset, the technical standards conformity certification becomes invalid. Do not use handset with the certification invalid, as it is a violation of the Radio Law.

## SAR Certification Information

931N meets the technical standards set by the Ministry of Internal Affairs and Communications (MIC) regarding radio wave absorption by a human body.
These technical standards have been established on a scientific basis to prevent radio waves emitted from wireless devices such as mobile phones that are used close to a human head from affecting human health. These standards require that the SAR (Specific Absorption Rate), an indicator of the amount of average radio frequency energy absorbed in the side of a human head, must not exceed the permissive value of 2 W/kg*. This value includes a substantial safety margin to assure the safety of all persons, regardless of age and physical size. The value is equal to the international guideline recommended by the International Commission on Non-Ionizing Radiation Protection (ICNIRP) that has a cooperative relationship with the World Health Organization (WHO).

* The technical standards are stipulated in the Radio Law (Article 14-2 of Ordinance Regulating Radio Equipment).

The highest SAR value is 0.164 W/kg for 931N. This value was obtained in accordance with the MIC testing procedure with handset transmitting at its highest permitted power level. While there may be differences in SAR levels among individual products, they all meet the MIC's permissible value. Because mobile phones are designed to operate at their minimum power level required to communicate with base stations, the actual SAR of handset during a call is usually below the highest value.

For more information about SAR, see the following websites:
- Ministry of Internal Affairs and Communications (MIC)
  http://www.tele.soumu.go.jp/e/sys/ele/index.htm
- Association of Radio Industries and Businesses (ARIB)
  http://www.arib-emf.org/ (Japanese)

## SoftBank's Body SAR Policy

- Body SAR: Value obtained from continuously talking with handset placed on the body using earphone-microphone at maximum transmission power.
- Specific Absorption Rate (SAR): Value obtained from talking continuously for six minutes.
- Placement on the body: Measurements are taken with the rear of handset facing the body at a distance of 1.5 cm as the standard handset position. In order to comply with radio frequency exposure requirements, use an accessory (e.g. belt clip, holster) that does not contain metallic parts to maintain a 1.5 cm separation between the body and handset.

For more information, see SOFTBANK MOBILE Corp. Website (Japanese):
http://www.softbankmobile.co.jp/ja/info/public/emf/emf02.html

## FCC Notice

- This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.
- Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

## FCC Information to User

931N has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation; if this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio or TV technician for help.

## FCC RF Exposure Information

931N is a radio transmitter and receiver. It is designed and manufactured not to exceed the emission limits for exposure to radio frequency (RF) energy set by the Federal Communications Commission of the U.S. Government.
The guidelines are based on standards that were developed by independent scientific organization through periodic and thorough evaluation of scientific studies. The standards include a substantial safety margin to assure the safety of all persons, regardless of age and health.
The influence on the human body of radio waves emitted from mobile phones is measured employing a unit known as the Specific Absorption Rate (SAR). The SAR limit set by the FCC is 1.6 W/kg. The tests are performed in positions and locations (e.g. at the ear and worn on the body) as required by the FCC for each model.
The maximum SAR value for this model handset when tested for use at the ear is 0.274 W/kg and when worn on the body, as described in this user guide, is 0.451 W/kg.

Body-worn Operation; this device was tested for typical body-worn operations with the back of handset kept 1.5 cm from the body. To maintain compliance with FCC RF exposure requirements, use accessories that maintain a 1.5 cm separation distance between the user's body and the back of handset. The use of belt clips, holsters and similar accessories should not contain metallic components in its assembly. Non-compliance with the above restrictions may result in violation of FCC RF Exposure guidelines.
The use of accessories that do not satisfy these requirements may not comply with FCC RF exposure requirements, and should be avoided. The FCC has granted an Equipment Authorization for this model handset with all reported SAR levels evaluated as in compliance with the FCC RF emission guidelines. SAR information on this model handset is on file with the FCC and can be found under the Display Grant section of https://gullfoss2.fcc.gov/oetcf/eas/reports/GenericSearch.cfm after searching on FCC ID A98-7N4S13A.
Additional information on Specific Absorption Rates (SAR) can be found on the Cellular Telecommunications & Internet Association (CTIA) website:
http://www.phonefacts.net.

## European RF Exposure Information

931N is a radio transmitter and receiver. This product has been confirmed not to exceed the limits recommended by international guidelines for radio frequency.
These guidelines were developed by the independent scientific organization International Commission on Non-Ionizing Radiation Protection (ICNIRP) and include a substantial safety margin to assure the safety of all persons, regardless of age and health.
The influence on the human body of radio waves emitted from mobile phones is measured employing a unit known as the Specific Absorption Rate (SAR). The SAR limit for mobile devices is 2 W/kg. The maximum SAR value for this model handset, when placed on the ear, is 0.317 W/kg. As mobile devices offer a range of functions, they can be used in other positions, such as on the body as described in SoftBank's Body SAR Policy. In this case, the maximum SAR value is 0.462 W/kg*.
Since the SAR is measured at the highest transmitting power level, the actual SAR during a call is usually much lower. This is because mobile phones are designed to operate at their minimum power levels necessary to communicate with base stations.
The World Health Organization (WHO) has stated that present scientific information about mobile phone use does not indicate any adverse effects on the human body. They recommend limiting the talking time or using a handsfree device to keep the mobile phone away from the head and body to reduce influence of exposure to radio waves.

Additional information can be found at the WHO website:
http://www.who.int/emf

* Measurements with handset placed on the body are carried out in accordance with the FCC standards. The values are based on European requirements.

## Declaration of Conformity

CE0168

931N is declared to conform with the essential requirements of European Union Directive 1999/5/EC Radio and Telecommunications Terminal Equipment Directive 3.1(a), 3.1(b) and 3.2.
The Declaration of Conformity can be found on the following website:
http://www.n-keitai.com/

## Minding Mobile Manners

Use your handset responsibly. Inappropriate handset use can be both dangerous and bothersome. Take care not to disturb others when using your handset. Adjust handset use according to your surroundings.

- Turn handset power off in theaters, museums and other places where silence is the norm.
- Refrain from use in restaurants, lobbies, elevators, etc.
- Observe signs and instructions regarding handset use aboard trains, etc.
- Refrain from use that interrupts the flow of pedestrian or vehicle traffic.